

Service Integration & Management Foundation (SIAM®)

Duration

2 days

Course Delivery

Classroom

Languages

English

Target Audience

This certification is aimed at professionals worldwide who have an interest in the practices of Service Integration and Management or that want to implement this methodology in an organization, in particular those professionals who are already working with IT Service Management processes. Furthermore, this SIAM® certification is intended for providers that want to implement and manage Service Integration and Management models.

Pre requisites

There are no specific pre-requisites for entry to the examination; however it is strongly recommended that candidates have good knowledge of IT Service Management terminology, for instance through a recognized IT Service Management framework.

About the Examination

The exam is closed book with 40 multiple choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes.

Certificate

EXIN BCS Service Integration and Management (SIAM®) Foundation

Reference Materials

Pre-course study material provided by the Training Organization.

Course Description

Service Integration and Management (SIAM) is a methodology used to manage multiple service providers and to integrate them seamlessly to provide a single business-facing IT organization. The BCS EXIN SIAM® Foundation tests a candidate's knowledge and understanding of the terminology and the core principles. This SIAM® certification covers themes such as: potential benefits as well as the challenges and risks of implementing Service Integration and Management.

The SIAM® certification also includes examples of implementation structures, governance, tooling and data considerations and the common processes used in a SIAM ecosystem. A candidate who successfully completes the BCS EXIN SIAM® Foundation knows how Service Integration and Management delivers business value and is able to contribute to the implementation and use of SIAM in an organization.

Service Integration and Management (SIAM) also has a synonym: multi-sourcing integration (MSI). Within the scope of this certification, only the term Service Integration and Management is used.

Course and Learning Objectives

Candidates should be able to demonstrate knowledge of the fundamental concepts of Service Integration and an understanding of bringing together multiple service providers to strive for a common goal, in order to support the client organizations' agreed objectives for service delivery.

Specific Learning Objectives of the SIAM® Foundation Certificate:

- Introduction to Service Integration and Management (SIAM)
- SIAM implementation roadmap
- SIAM and its relation to other management practices
- SIAM roles and responsibilities
- SIAM practices
- Processes to support SIAM
- SIAM challenges and risks

Empowering Professionals

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The portfolio of courses offered by Quint Academy is at the interface of business and IT, at the strategic, tactical and operational levels. The courses cover the entire spectrum of IT: Strategy, Business Information Management, Governance, Sourcing, Architecture, Innovation, Information Risk Management, IT Management, Lean IT & Agile, Portfolio Management, Program Management and Project Management. The curriculum of each course is aligned with the needs of the individual IT professional, from CIO to helpdesk co-worker. In our courses, we focus on imparting knowledge and know-how (hard skills) and we concentrate in particular on changing behavior and attitudes (soft skills).

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Concepts Covered

1. Introduction to Service Integration and Management (SIAM)

- Fundamentals of SIAM
- SIAM methodology and the various structures suggested for the service integrator layer

2. Service Integration and Management Implementation Roadmap

- SIAM implementation key stages, the main objectives and activities of these stages.

3. Service Integration and Management roles & responsibilities

- Different SIAM roles and their responsibilities

4. Service Integration and Management practices

- Different practices of SIAM

5. Processes to support Service

Integration and Management

- Processes in a SIAM ecosystem
- Objectives and SIAM considerations of the main processes that support Service Integration and Management

6. Service Integration and Management challenges and risks

- Main challenges within a SIAM ecosystem, their associated risks and potential mitigation

7. Service Integration and Management and other practices

- Importance of other practices to SIAM

